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July 25, 2005

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 05-27

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's supplemental response to information request DTE 9-21. The Department requested this supplemental response during its examination of Mr. John E. Skirtich on July 7, 2005. The hearing officer did not assign the Department's request an official record request designation. Inadvertently, however, Bay State logged this request as RR-DTE-24.

The hearing officer designated a wholly different request to Mr. James Harrison, also made on July 7, 2005, as RR-DTE-24. Both Mr. Skirtich and Mr. Harrison provided responses to the separate requests, duplicately logged as RR-DTE-24. Because the request for a supplemental response made to Mr. Skirtich was never assigned an official designation by the hearing officer, Bay State does hereby withdraw that response to RR-DTE-24. Bay State also hereby resubmits the information provided by Mr. Skirtich in his response labeled RR-DTE-24 as a supplemental response to DTE-9-21.

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Per Ground Rules Memorandum issued June 13, 2005:

Paul E. Osborne, Assistant Director – Rates and Rev. Requirements Div. (1 copy)

A. John Sullivan, Rates and Rev. Requirements Div. (4 copies)

Andreas Thanos, Assistant Director, Gas Division (1 copy)

Alexander Cochis, Assistant Attorney General (4 copies)

Service List (1 electronic copy)

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
NINTH SET OF INFORMATION REQUESTS FROM THE D.T.E.
D. T. E. 05-27

Date: July 25, 2005

Supplemental Response

Responsible: John E. Skirtich, Consultant (Revenue Requirement)

DTE-9-21 Please describe the process of how the Company determines its monthly net write-offs for gas revenues. Provide a copy of any policy manuals and publications used as the basis for determining such net write-offs.

Response: Please refer to Attachment DTE-9-21.

Supplemental Response:

The Company inadvertently responded to an "un-official" record request dated July 20, 2005, when it submitted its response to RR-DTE-24 (Skirtich). The "official" version of RR-DTE-24, which was dated July 12, 2005, was from Mr. Harrison.

Regarding the request to supplement DTE-9-21, see Attachment AG-22-13 (a) for a series of screen printouts, which provide customer service representatives with instruction while fielding calls from customers. In addition, see AG-1-71, which presents Bay State's write-off policy.

Furthermore, pursuant to the Department's request for a definition of the acronym SONP, below are definitions of all acronyms used in Attachment DTE-9-21.

SONP – Shut-Off Non-Payment
CSR – Customer Service Representative
NSF – No Sufficient Funds